



JANUARY 2024

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From The Executive Director

The only thing sure in life is change – or that's what they say. Because of some health news I've recently received, I will be retiring on May 31, 2024. I grew up in Vermont, so my husband and I will be moving back to be near family.

I started in this industry as a babysitter to the children of Bill Erickson – Erickson's Automotive. Later, he hired me 5 hours per week to help do his bookkeeping. 29 years later, here I am... I've worked in over 51 shops subbing for service advisors, consulting, and creating procedures. I'm now the Executive Director of a thriving non-profit organization that represents some of the best people I've ever met.

Retiring and moving is heartbreaking, but as life gets tougher, living within driving distance of my very large family is exciting and comforting.

NATA will need to fill the Executive Director's position, so please refer any potential applicants to us. I'm still here for a few months, so don't hesitate to phone me.

With warmest regards,

Margaret

Margaret Ragan, NATA Executive Director | 503-253-9898

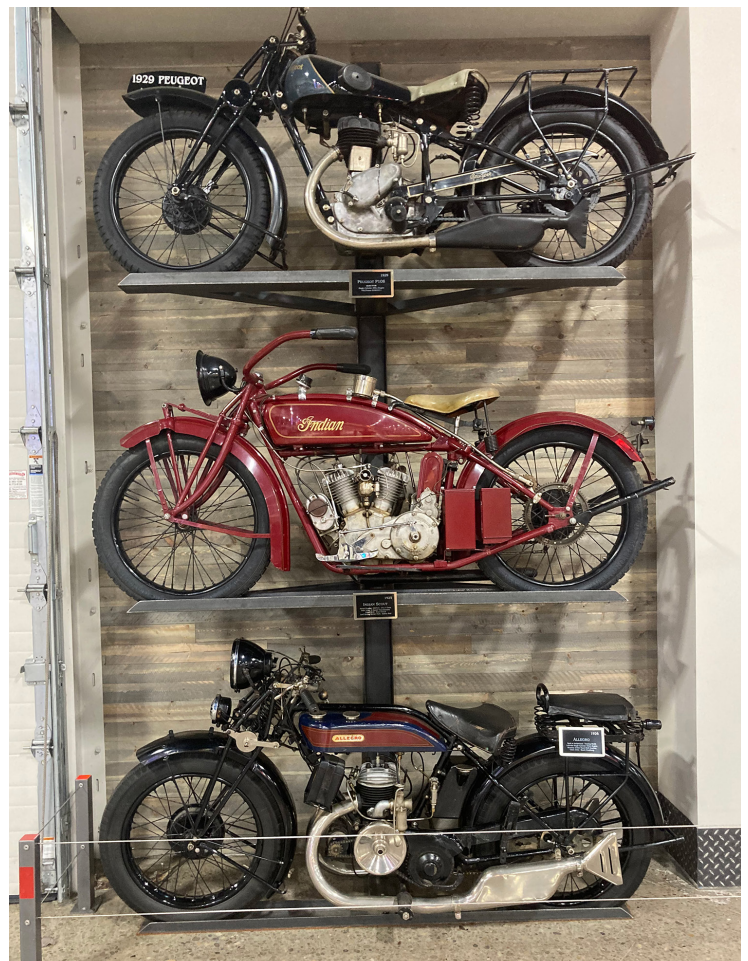


Brothers Car Collection Tour for NATA Members

For the 2nd year in a row, NATA is inviting our members and their employees to visit the Brothers Car Collection on **March 17, 2024**.

A link to registration will be available in our February issue. Nonguided tours will be available at 11am and 1pm. Tickets will be \$30 per person.

Tucked away in a large building in Salem, Oregon, with no external signage and no obvious entrance from the street, is a truly large and astonishing car collection and museum. This is a private collection. It is not open to the general public. Those who are fortunate enough to get in usually arrive by pre-arranged tours through special car clubs or as a fundraiser for a local charity group.



Body shops increasingly checking battery reconnect procedures – and being paid for them

When asked how often collision repairers are researching the OEM procedures required after reconnecting a battery in 2023, 34 percent said they do it “all the time” – up from just 20 percent in 2022 – and another 22 percent said they do it most of the time.

That’s among the findings of a quarterly “Who Pays for What?” survey, completed by more than 500 body shops around the country in 2023. Battery reconnections are a common necessary procedure within body shops, and the procedures are increasingly complex. Depending on the automaker, the process can include initializing sensors or clearing trouble codes.

“I was analyzing the procedures called for by one Asian OEM recently and found 11 procedures required after reconnecting the battery,” shop consultant Mike Anderson of Collision Advice, who conducts the quarterly “Who Pays” surveys, said. “Researching procedures needs to happen every single time on every single vehicle. Disconnecting the battery often will set diagnostic trouble codes (DTCs) that you can’t check for without doing a post-repair scan in conjunction with reconnecting the battery.”

On the reimbursement side of the equation, more than half of body shops (57 percent) that bill for the battery reconnect procedures say they are regularly paid to perform them – even while about 1 in 4 shops have never sought to be paid for these OEM-specified procedures.

Shops can visit www.crashnetwork.com/whopays to take the January “Who Pays” survey, which focuses on not-included refinish labor procedures, or to download results of prior surveys.

VOLUME 4 - 2023 | fordcrashparts.com

OnTarget

 | FORD PARTS

For Ford and Lincoln wholesalers and the collision repair industry

2023 Ford F-150® Highlights New Safety Technology

As part of the effort from Ford Motor Company to provide collision technicians with important information on the proper repair procedures for its vehicles, we present some updated material regarding a key component of the supplemental restraint system (SRS) as found on the 2023 F-150®: the adaptive energy absorption steering column.

Please note the following information is intended as a general guideline and is not all-inclusive. For more in-depth repair information on this and other Ford and Lincoln vehicles, consult the Ford Workshop Manual, found at FordServiceInfo.com.

For more information, refer to the following sub-sections under Section 501-20B: Airbag and Seatbelt Pretensioner Supplemental Restraint System (SRS):

- Component Location
- Operation and Component Description
- Inspection and Repair After an SRS Deployment

The adaptive energy absorption steering column includes a device that, once deployed, reduces the amount of force necessary to collapse the steering column during a crash event. The deployable device is activated by the restraints control module (RCM), depending on the driver seat position and the force of the crash. After deployment, a new steering column must be installed.

If a vehicle has been in a crash, inspect the restraints control module and impact sensor mounting area for any damage or deformation. Also inspect the related components for any cracks, damage or loose fasteners. If the mounting area is damaged, restore the area(s) to the original production configuration. After repairing these areas, the RCM and/or impact sensor in that location must be replaced with a new component, regardless of whether the airbags have deployed. Failure to follow these instructions may result in serious personal injury or death in a subsequent collision.

Continued on page 4



Item	Description
1	Passenger side curtain airbag
2	Driver side curtain airbag
3	Driver side airbag
4	Driver airbag
5	Adaptive energy absorption steering column
6	Driver knee airbag (if equipped)
7	Passenger knee airbag (if equipped)
8	Passenger airbag (includes canister vent)
9	Passenger side airbag

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fordcrashparts.com

Collision Industry Tips in Newsletter from Ford Motor Company

As part of the effort from Ford Motor Company to provide collision technicians with important information on the proper repair procedures for its vehicles, Ford’s On Target quarterly publication provides great information and instructions on various systems.

“On Target” newsletters are published quarterly for the collision industry, highlighting hot topics, important vehicle repair procedures, vendor information and more. Current and historical issues are available for viewing and download here:

<https://fordcrashparts.com/on-target/>



CONGRATULATIONS SADIE!!!

In our last newsletter we offered a \$50 gift card to the first person to phone our office. Congratulations to Service Advisor, Sadie Martell of AutoPros Car Care in Oregon City. Sadie immediately said, "I'm giving this to Roger". Roger is a formerly houseless man who is in recovery and celebrating over 122 days sober. Sadie - thank you for your kindness.

SAVE THE DATE





DuFresne's Auto Repair Pays It Forward

For several years DuFresne's Auto Repair has held a holiday fundraiser: a free inspection and free pads or shoes in exchange for contributing a bag of groceries to benefit the Portland Rescue Mission.

Owner Nancy Scheewe says, "This year people have been unbelievably generous. When we first started this event, we were doing it to promote our business. Today it has become a labor of love and compassion. It isn't about the business anymore – its about giving back."

This year the successful event created a shop crowded with more than 10 FULL barrels of food. Happy New Year to Nancy and the DuFresne's Auto Repair Crew! Thank you for all you do!



What to look for when the Legislature meets in 2024

By Darrell W. Fuller, NATA Lobbyist

The Oregon Legislature will meet for 35 days in 2024. It is often referred to as the “short session”. But it is a big deal for everyone in Oregon. Here are some major themes to look for next year:

Houselessness

If you ask Governor Kotek – and most legislators – the key issue will be houselessness – the relatively new word for the homeless. The Governor has already announced she will be asking lawmakers for an extra \$500 million in “one time” funds to help. But that money will not solve the issue of available land needed to build affordable housing. One of the Governor’s key initiatives during the long session at the beginning of 2023 – looking at a one-time expansion of urban growth boundaries – failed due to opposition from her own party. That issue has yet to be resolved.

Legal Drug Use

Oregon voters passed a ballot measure in 2022 which legalized “personal use” amount of practically every hard drug – from heroin to cocaine to you-name-it. Proponents still think it is a good idea. But the streets of Portland seem to suggest otherwise. The legislature will continue to grapple with this issue, with solutions ranging from repealing the legalization, to tweaking (pun intended) the law. One thought, for example, is to make the legal use of hard drugs illegal in public.

Transportation / Interstate Bridge

The Federal government just awarded Oregon \$600 million to help with planning a new interstate bridge. That is a lot of money, and it will increase the need for chatter during the short session. On the other hand, it is also just a drop in the bucket considering the expected \$6 billion cost (it will be more) of building the bridge. The Governor and Democratic leadership have a problem with their left flank on this issue too. A recent guest opinion in The Oregonian by Joe Cortright, a left-leaning economist, suggested that spending money on a new bridge between Oregon and Washington would be a “generational crime”. It used to be that transportation funding was not a moral issue. But in today’s political environment, building bridges for internal combustion engines has absolute moral implications for many.

Transportation / Cost Allocation

There is increasing chatter, including a petition for the Special Session of the Legislature before the February session to deal with the imbalance between passenger vehicles and commercial vehicles when it comes to paying for maintenance and repair of Oregon roads. Oregon’s



Constitution requires each group to pay their fair share of the cost. It is a complicated formula based on vehicle weights (commercial vehicles pay a weight mile tax), numbers of vehicles, etc. A government-mandated and funded study indicated heavy trucks are significantly overpaying their share. So, the Legislature has three equally bad options: first, they could reduce how much trucks pay. Oregon government – well, all governments – are not very good at reducing taxes. They could significantly increase registration fees and gas taxes on passenger vehicles. (that has its own problems). Or they could reduce truck taxes and increase gas taxes and registration fees for passenger vehicles. No matter what they do (they will likely kick the can down the road), it is fraught with political high drama.

Transportation / Snow removal

Not long ago, the Oregon Department of Transportation announced it would not be able to remove snow in most of central, eastern, and southern Oregon because they just didn't have enough money. As you might imagine, snow removal is an economic imperative in rural Oregon and the Republican legislators representing those communities loudly cried foul. The Governor and Legislative leadership announced they would allocate an additional \$19 million to ODOT to mitigate winter weather. While this was a positive sign, Republicans still believe they should not get the short shrift. This issue reinforced their perception that the needs of rural populations are not a priority for the urban legislators who are the majority in Salem.

Republican Do-Nothing Option

There is the very real possibility the Legislature will not have a February session at all. As you may recall, Senate Republicans refused to show up during part of the long session in early 2023. Without Republicans in the building, Democrats do not have a quorum (two thirds of members) to conduct any official business. Senate Republicans – many of whom cannot run for re-election for missing too many days during the full session – have no reason to show up at all if the Democratic Leadership is not willing to give them some significant input into the agenda and goals. Since they either are not running for re-election or cannot run for re-election (the Oregon Supreme Court has not issued a ruling yet), they really have no reason to show up at all. This puts Democratic leadership in a bit of a bind since they must negotiate with Republicans while facing strong pressure from their allies who are at odds with anything Republicans might want to accomplish.

Elections

All this goal setting, maneuvering, and talk of walkouts is set against a backdrop of 2024 being an election year. So, nothing will be done without the politicians considering how the voters will perceive their actions after the session but before they cast their ballot.

At this writing, I am not aware of an emerging issue related directly to auto repair or issues of specific impact to NATA members. But a lot won't be known until the days just before the session when the list of bills is released to the public. If something pops up, you can be sure NATA will keep you informed. It is my honor to be your eyes, your ears and your voice in Salem. Happy Holidays.

Darrell Fuller is a 36-year veteran of Oregon's political and policy arenas. He has lobbied since 1996, and has represented NATA since 2008. He can be reached at fuller_darrell@yahoo.com or 971-388-1786.

A Healthy Business Culture Starts With Curiosity

Let's begin by looking at the dictionary definition of curiosity...

Curiosity is defined as "A strong desire to know or learn something."

We are born with a strong sense of curiosity. It is how we begin to discover the world around us. As we get older we become comfortable and at times complacent or stuck in what we already know. This limits our curiosity about new information that is available to us. In this sense our world shrinks, the possibilities shrink, and in some cases your business may shrink or even disappear. Some examples of where you may notice a lack of curiosity inside of your business may be:

- Work schedule for Technicians. Does it match the lifestyle they want?
- Employee benefit options. Are you offering something that has value to your employees and makes them want to stay?
- Software used for quotes/management. Does it create efficiencies or hindrances?
- Your current system of advertising/marketing. Are you attracting new and younger customers?

If there is one thing that is certain it is that the world around us will change. Continuing to build the skill of curiosity is one of the most essential skills to build as a business owner. Your company culture actually depends on it. Here are several examples of the positive effects that developing a deeper curiosity can have on your business culture:

- It builds safety and trust within your team
- It allows for all levels of employees to contribute and feel valued
- You as a leader, will experience less stress and see more possibilities
- It creates a proactive vs. reactive environment
- Your business will become more nimble, allowing you to respond more quickly to your clients changing needs

Adding curiosity to your business culture starts with YOU. The good news is it can happen quickly. With that said, it takes lots of practice! The first step is building your awareness to see where you are not being curious. This can be challenging after being in your "comfort zone" for a long time. Working with a business coach or having an accountability partner to check in with on a regular basis can be of great benefit. So, take the first step and get curious about what might be possible if you integrate more curiosity within your organization. ***Wishing you much success in 2024!***




Second Wind
COACHING

Geoff Helzer, PCC
Business & Executive Coach
Second Wind Coaching, Portland, OR

secondwindcoaching.com



Portland Community College

ATTENTION COLLISION SHOPS INTERNSHIPS NEEDED

The **Automotive Collision Repair & Paint Program** at PCC-Rock Creek is asking for support from industry. PCC has several students nearing completion of the program. These students are required to participate in a Cooperative Education/Internship opportunity during Spring term 2024. Northwest Automotive Trades Association (NATA) is proud to assist this collision program by securing employers to meet and interview these students on February 21, 2024.

If you can offer an internship opportunity and are interested in participating, please phone our office. 503-253-9898. More details will be coming soon.

Aerospace & Transportation would like your help in spreading the word about our full-time faculty position that's open now in our Auto Collision program!

Here's the link to the job:

pcc.csod.com/ats/careersite/JobDetails.aspx?id=1955&site=9



Javier Sanchez, a 2017 Tigard High School (THS) Graduate and Technician at Landmark Ford has been volunteering once a week working with some advanced students at THS. Instructor James MacDonald discussed with the advisory committee how great it has been to have a current industry professional in the shop on a regular basis. MacDonald goes on to say we could use anyone else that has the passion to give back and volunteer even if it is only a couple times.

ALL schools would welcome this support from our community.

**Phone the NATA office to find the school closest to you.
We'll make the introductions.**

TIME TO PREPARE 1099'S FOR SUB CONTRACTORS!

W-9s and 1099s are tax forms that businesses need when working with independent contractors. Form W-9 is what an independent contractor fills out and provides to the employer. Form 1099 is prepared by the employer and has details on the wages an employer pays to an independent contractor. The 1099 is provided to the sub contractor and filed with the IRS and in some cases the state government.

IF YOU PAID \$600 OR MORE to a subcontractor last year, you need to file a 1099. General partnerships, limited partnerships, limited liability companies and sole proprietorships — **require Form 1099 issuance and reporting.**

Due Date to Recipient: January 31, 2024

Your accountant or payroll provider can help you prepare these forms. Alternately, a simple inexpensive online tool can be found at <https://www.track1099.com/>

Welcome New Members

DEALERMINE & LAUREN YOUNG TIRE CENTER



In our online community, using our proprietary inventory redistribution software, we have helped OVER 5000 new franchised car dealers drive down huge opportunity costs by liquidating hundreds of millions worth of dead, obsolete auto parts inventory. As a result, this has freed up huge amounts of idle capital to re-invest in fast-moving parts, increasing profits dramatically.

Not only that, on the other side of that coin, our buyers buy fast-moving parts for 50 cents on the dollar which increases profit dramatically as well.



**Lauren Young Tire Center
of Sutherlin and Roseburg**

Lauren Young Tire Center has been in business since 2000 and is a part of the Les Schwab tire network.

We are happy to welcome this tire and accessory business.

CLASSIFIED ADS

CLASSIFIEDS is for selling, leasing, or donating items. If you'd like to have something listed, send it to **Margaret@aboutNATA.org** no later than the 15th of the month to be included in the next newsletter. This is not for employment purposes.

FOR LEASE

Automotive shop available for lease in SE Portland. A long established business has closed. Shop has 3200 square feet with five lifts. Complete fenced parking for main lot with an additional fenced parking lot adjacent to main shop. Property is available for immediate occupancy. For additional information, please contact Teri at **(503) 819-4941**.



Happy New Year!
from all of us here at NATA

Helpful Links to Oregon Agencies

If you're looking for information, help or training from Oregon regulators, here are some helpful links:

The Oregon Bureau of Labor and Industry (BOLI) offers training seminars on such topics as wage and hour laws, discipline and discharge, and the latest developments in employment law. Details are available here:
www.oregon.gov/boli/employers/pages/employer-training-seminar-schedule.aspx#EMPLOYERSEMINARSCHEDULE

The Oregon Department of Environmental Quality invites businesses that handle hazardous waste to sign up for a free class covering basic management of such waste. For more information, visit:
www.oregon.gov/deq/Hazards-and-Cleanup/hw/Pages/HW-Trainings.aspx

The Oregon Occupational Safety and Health Administration (OSHA) offers classroom workshops and online training. For current class description and schedule, visit osha.oregon.gov/edu/Pages/index.aspx



NW Automotive Trades Association

benefits + networking + outreach

**15 82nd Drive, Suite 15
Gladstone, OR 97027**

Follow us!

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(503) 253-9898

www.aboutnata.org

JOIN The Northwest Automotive Trades Association TODAY!

Regular Member Benefits | When you join NATA you gain a reliable partner that is committed to providing every member the assistance they need to be successful. Whether it's insurance services, regulatory assistance or answers to your employee issues – NATA is there for you!

NATA promotes the professionalism of the automotive industry through public relation campaigns that educate consumers about the skills necessary to repair cars. NATA also works with government agencies and legislators to correct complicated and expensive regulations and sponsors management and technical training classes that improve the industry's competitiveness.

Businesses also belong because of the referrals from other members and the knowledge that they can refer their customers to different members when customers are out of their geographical area.

Associate Member Benefits | When you join NATA as an Associate Member you earn the opportunity to reach over 600 automotive repair, collision, tow, supplier, parts, auto recycler, car dealer and transmission businesses around the state that are members of NATA. Your partnership with us is one we appreciate and reward by offering you opportunities to work with the decision-makers of our industry.

Education Member Benefits | NATA recognizes there is a large shortage of skilled labor throughout our industry and membership. The best way for NATA to support those needs is to insure our existing automotive programs and instructors have support and resources from industry. We participate on many school advisory boards and events – as well as maintaining a current list of all educators so we can reach out to them with information regarding job availability for their students.

To learn more and for applications, please visit: www.aboutnata.org/join-now/